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# **Appendix X: Web-related Policies and Guidelines**

This appendix is meant as a reference to the policies that affect your web site. Please be aware of these and make sure to implement them where appropriate.

This list is not exhaustive. It covers almost all of the policies you need to be aware of though. There may be others (most directly related to IT) that are not listed. Please check the links at the end of the document to see if any other policies may pertain to you and your situation.

These policies are not listed in any particular order.

# NPG 2800, Managing Information Technology

Scope: Agency-wide Procedure

Overview: This document provides guidance for implementing NASA

Procedures and Guidelines (NPG) 2800, Managing Information Technology, which establishes policies for planning, acquiring, managing, and using Information Technology (IT) to accomplish NASA's missions and programs efficiently, effectively, and

securely.

The relevant sections for Web developers are:

- 2.3. Information Collection From the Public
- 2.5. Responding to Electronic Freedom of Information Act Requests
- 2.6. Information Dissemination on the Internet

### **Policy and Guidance Resources:**

 http://nodis.gsfc.nasa.gov/Library/Directives/NASA-WIDE/Procedures/Legal Policies/N PG 2800 1/chapter2/chapter.html

# **■ NPG 2810, Procedures and Guidelines for the Security of Information Architecture**

Scope: Agency-wide Procedure

Overview: This NASA Procedures and Guidelines (NPG) implements the

NASA Policy Directive (NPD) 2810, Security of Information Technology. The NPG describes the NASA IT Security Program, providing direction designed to ensure that safeguards for the protection of the integrity, availability, and confidentiality of IT resources (e.g., data, information, applications, and systems)

are integrated into and support the missions of NASA.

## **Policy and Guidance Resources:**

 http://nodis.gsfc.nasa.gov:80/Library/Directives/NASA-WIDE/Procedures/Legal Policies/N PG 2810 1/contents.html

# NPD 1440.6E, NASA Records Management

Scope: Agency-wide Policy

Overview: It is NASA policy to accurately and completely make and

preserve records that contain documentation of the

organization, functions, policies, decisions, procedures, and essential transactions that are designed to furnish the

information necessary to protect the legal and financial rights of

the Government and of persons directly affected by the

Agency's activities, preserve institutional memory, and permit NASA to be responsive to Congress and oversight agencies.

## **Policy and Guidance Resources:**

 http://nodis.hq.nasa.gov/Library/Directives/NASA-WIDE/Policies/Organization and Administration/N PD 1440 6E.html

- <a href="http://www.hq.nasa.gov/office/codea/codeao/daudr.htm">http://www.hq.nasa.gov/office/codea/codeao/daudr.htm</a>
- http://www.hq.nasa.gov/office/cio/cio\_rec.htm

## **■ NPG 1441.1C, NASA Records Retention Schedules**

Scope: Agency-wide Procedure

Overview: This guidance sets forth the minimum retention periods of

Federal Records of the National Aeronautics and Space

Administration (NASA).

#### Policy and Guidance Resources:

<a href="http://www.sti.nasa.gov/nasarrs">http://www.sti.nasa.gov/nasarrs</a>

# NASA-STD-2813, NASA Firewall Strategy, Architecture, Standards and Products

Scope: Agency-wide Standard

Overview: The purpose of this standard is to provide a framework for a

consistent, Agency-wide approach toward the implementation

of Firewalls within NASA.

#### Policy and Guidance Resources:

- http://www.hq.nasa.gov/office/cio/standards/2813.pdf
- <a href="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm">http://starbase.msfc.nasa.gov/TSL/dispsearch.htm?agency=NASA&disp="http://starbase.msfc.nasa.gov/TSL/dispsearch.htm">http://starbase.msfc.nasa.gov/TSL/dispsearch.htm</a>?

# Implementation of the NASA Privacy Statement

Scope: Agency-wide Memo

Overview: Illustrates the proper placement of a privacy notice on your site

and what that privacy notice should say.

## **Policy and Guidance Resources:**

• <a href="http://webwork.nasa.gov/policy/privacy.html">http://webwork.nasa.gov/policy/privacy.html</a>

# **Implementation of Information Technology (IT) Security Warning Banners**

Scope: Agency-wide Memo

Overview: Illustrates the proper placement of the IT Security Warning

Banner on your site and what that banner should say.

## **Policy and Guidance Resources:**

• <a href="http://cio.gsfc.nasa.gov/banner.htm">http://cio.gsfc.nasa.gov/banner.htm</a> (GSFC only)

## Use of NASA, Mission, and Program Logos on Web Sites

Scope: Agency-wide Memo

Overview: Illustrates the proper placement of the NASA logo ("meatball")

on your site and what you should do regarding Mission and

Program logos.

#### **Policy and Guidance Resources:**

- http://www.hq.nasa.gov/office/pao/insignia/text/newlogopolicy.html
- http://www.hq.nasa.gov/office/pao/insignia/text/Welcome.html

## NASA Public Affairs Internet Communications Policy, Oct 95

Scope: Agency-wide Memo

Overview: The Public Affairs Internet Policy establishes procedures and

guidelines for use of the Internet by the Public Affairs Office (PAO) at NASA Headquarters and each field center and installation. This policy also contains guidelines for all NASA employees who use NASA facilities and equipment to access the

Internet.

### Policy and Guidance Resources:

http://webmaster.larc.nasa.gov/Policy/pao-policy.html

# **CIO Executive Notice 02-95, Internet Usage Policy**

Scope: Agency-wide Memo

Overview: The Internet Usage Policy establishes the Agency's position for

electronic publication and dissemination of NASA information for public access over Internet. The subject shall be applicable to any information stored on resources in the "nasa.gov"

domain.

## **Policy and Guidance Resources:**

http://webmaster.larc.nasa.gov/Policy/en02-95.html

# **□** CIO Executive Notice 23-97, Policy For Retention of Internet Services Server Log Files

Scope: Agency-wide Memo

Overview: This notice defines the policy for retention of log files on servers

providing Internet services. The scope of this policy is limited to the log files of servers providing Internet services. Specifically excluded from this policy are log files generated by file/print servers and similar devices which support primarily local

networking.

## **Policy and Guidance Resources:**

http://webmaster.larc.nasa.gov/Policy/en23-97.html

# **Executive Order 12862, Setting Customer Service Standards**

Scope: Executive Branch-wide Memo (includes NASA)

Overview: Requires federal agencies to incorporate customer needs and

expectations into their strategic planning processes. Mandates

agencies to improve accessibility to federal government and services

## **Policy and Guidance Resources:**

 http://www.pub.whitehouse.gov/urires/I2R?urn:pdi://oma.eop.gov.us/1993/9/14/3.text.2

# **Executive Order 13166, Improving Access to Services for Persons With Limited English Proficiency**

Scope: Executive Branch-wide Memo (includes NASA)

Overview: It addresses the application of Title VI's prohibition on national

origin discrimination when information is provided only in

English to persons with limited English proficiency.

## **Policy and Guidance Resources:**

• <a href="http://www.pub.whitehouse.gov/uri-res/I2R?urn:pdi://oma.eop.gov.us/2000/8/30/2.text.1">http://www.pub.whitehouse.gov/uri-res/I2R?urn:pdi://oma.eop.gov.us/2000/8/30/2.text.1</a>

http://www.usdoj.gov/crt/cor/Pubs/eolep.htm (order)

• <a href="http://www.usdoj.gov/crt/cor/Pubs/lepguide.htm">http://www.usdoj.gov/crt/cor/Pubs/lepguide.htm</a> (guidance)

# Privacy Act of 1974

Scope: Govt.-wide

Overview: Describes the manner in which personal information of

individuals can be disclosed by the federal agencies.

Restricts the government's ability to disseminate information that could infringe on the personal privacy of an individual. Agencies are directed to maintain in its records only such information about an individual as is relevant and necessary to accomplish

a purpose of the agency.

## **Policy and Guidance Resources:**

• <a href="http://fatty.law.cornell.edu/uscode/5/552a.html">http://fatty.law.cornell.edu/uscode/5/552a.html</a>

• <a href="http://www.usdoj.gov/oip/oip.html">http://www.usdoj.gov/oip/oip.html</a>

# **Children's Online Privacy Protection Act (COPPA)**

Scope: Govt.-wide

Overview: The main goal of COPPA is to protect the privacy of children

(i.e., less than 13 years of age) using the Internet. The statute

applies to Web sites and on-line services that are directed to, or that knowingly collect information from, children under 13.

## **Policy and Guidance Resources:**

- http://www.ftc.gov/opa/1999/9910/childfinal.htm (law)
- http://webwork.larc.nasa.gov/doc\_2000/COPPA\_Final\_Guidance\_Memo.pd f (CIO's memo)
- <a href="http://webwork.larc.nasa.gov/doc\_2000/COPPA\_Guidance.pdf">http://webwork.larc.nasa.gov/doc\_2000/COPPA\_Guidance.pdf</a> (guidance)

# Section 508 of the Rehabilitation Act, Accessibility

Scope: Govt.-wide

<u>Overview</u>: Section 508 requires that Federal agencies' electronic and

information technology is accessible to people with disabilities.

## Policy and Guidance Resources:

http://cio.gov/docs/Section508--ITAccessibility.htm (law)

http://www.section508.gov/

http://webwork.nasa.gov/policy/508/index.html

http://webmaster.gsfc.nasa.gov/access/

• <a href="http://www.access-board.gov/news/508-final.htm">http://www.access-board.gov/news/508-final.htm</a> (final version)

# **Cookie Technology and Use**

Scope: Govt.-wide?

Overview: The following addresses the use of cookie technology on NASA

WWW sites.

## Policy and Guidance Resources:

http://www.cio.gov/docs/OMBCookies2.htm (latest memo)

http://webwork.nasa.gov/policy/cookie/index.html

# Paperwork Reduction Act (PRA) of 1995

Scope: Govt.-wide

<u>Overview</u>: Addresses two primary areas: (1) agency information

dissemination and access practices, under the umbrella of information resources management (IRM), and (2) the collection of information from the public, and the relative

burden that such collection might create.

### Policy and Guidance Resources:

- http://www.whitehouse.gov/OMB/memoranda/m95-22.html
- http://www4.law.cornell.edu/uscode/44/ch35.html
- http://www.cio.gov/files/s244\_enr.txt
- http://cio.gov/docs/gpealaw.htm (law)
- http://cio.gov/docs/gpea\_wpd.htm
- http://cio.gov/docs/gpea2.htm

# Government Paperwork Elimination Act of 1998

Scope: Govt.-wide

Overview: Allows citizens to use electronic technologies when filing

information with, or retrieving it from the federal government. Directs federal agencies to provide public access to government services and documents by 2003 and give the public the option

of submitting government forms electronically.

### **Policy and Guidance Resources:**

• http://www.whitehouse.gov/OMB/fedreg/gpea2.html

http://www.ec.fed.gov/gpea.htm

# Freedom of Information Act (FOIA) of 1966

Scope: Govt.-wide

Overview: Provides a means for the public to access information created

and held by federal agencies. "Those seeking no longer

required to show a need for information. Replaces the "need to

know" standard with a right to know" doctrine.

## Policy and Guidance Resources:

- http://www.hg.nasa.gov/office/pao/FOIA/
- http://www.usdoj.gov/oip/oip.html
- http://www.ombwatch.org/a4a/policygrid.html

# **Electronic Freedom of Information Act (EFOIA) Amendments of 1996**

Scope: Govt.-wide

Overview: Mandates agencies to make all reasonable efforts to provide

government records available to requestors in the medium of their choice. Encourages agencies to use technology to ensure

greater public access-to simplify the process; decrease

response time; increase consistency and quality of information provided; and enhance usefulness of information collected, maintained, and disseminated.

## **Policy and Guidance Resources:**

- http://www.hq.nasa.gov/office/pao/FOIA/
- http://www.ombwatch.org/a4a/policygrid.html
- http://www.epic.org/open\_gov/efoia.html
- http://www.epic.org/open\_gov/foia/us\_foia\_act.html
- http://www.whitehouse.gov/OMB/memoranda/m97-10.html

# Copyright Act of 1976

Scope: Govt.-wide

Overview: Copyright is a form of protection provided by the laws of the

United States (title 17, U.S. Code) to the authors of "original works of authorship," including literary, dramatic, musical, artistic, and certain other intellectual works. This protection is available to both published and unpublished works. Doesn't

extend to govt. publications, including web sites.

## Policy and Guidance Resources:

http://lcweb.loc.gov/copyright/circs/circ1.html

# ■ Memorandum for Chief Information Officers and Federal Webmasters: Top Privacy Principles for Federal Web Sites

Scope: Govt.-wide Memo

Overview: Issued by the General Services Administration (Federal

Webmasters Forum). Highlights top privacy issues to consider

for federal web sites.

## **Policy and Guidance Resources:**

• <a href="http://www.itpolicy.gsa.gov/mke/fedwebm/privacy.htm">http://www.itpolicy.gsa.gov/mke/fedwebm/privacy.htm</a>

# Privacy Policies on Federal Web Sites, OMB, June 2 1999

Scope: Govt.-wide Memo

Overview: Requires agencies to post clear privacy policies on their

principle web sites and other major points of Internet entry, that "clearly and concisely inform visitors to the site what

information the agency collects about individuals, why the agency collects it, and how the agency will use it."

### Policy and Guidance Resources:

• <a href="http://www.whitehouse.gov/OMB/memoranda/m99-18.html">http://www.whitehouse.gov/OMB/memoranda/m99-18.html</a>

# **■ 1. Memorandum on Use of Information Technology to Improve**

# **Our Society 2. Memorandum on Electronic Government**

Scope: Presidential Memo, Govt.-wide?

Overview: These two presidential memoranda are designed to strengthen

public access to federal government information and services. They direct agencies to put more information online that is "identified and organized in a way that makes it easier for the

public to find the information it seeks."

## Policy and Guidance Resources:

 http://www.pub.whitehouse.gov/urires/I2R?urn:pdi://oma.eop.gov.us/1999/12/20/2.text.1

• <a href="http://www.pub.whitehouse.gov/uri-res/I2R?urn:pdi://oma.eop.gov.us/1999/12/20/5.text.1">http://www.pub.whitehouse.gov/uri-res/I2R?urn:pdi://oma.eop.gov.us/1999/12/20/5.text.1</a>

## **§ Policy Links**

- <a href="http://www.itpolicy.gsa.gov/itpolicy.htm">http://www.itpolicy.gsa.gov/itpolicy.htm</a>
- <a href="http://www.cio.gov/docs/library.html">http://www.cio.gov/docs/library.html</a>
- <a href="http://www.hq.nasa.gov/office/cio/laws.htm">http://www.hq.nasa.gov/office/cio/laws.htm</a>
- <a href="http://webwork.nasa.gov/policy/index.html">http://webwork.nasa.gov/policy/index.html</a>
- http://webmaster.gsfc.nasa.gov/policy/